

When you don't know what to do... Guidelines for Family Members and Persons Suffering From Mental Illness



Emergency Psychiatric Attention

If you or a relative is not currently under the care of a local psychiatrist, but are needing help:

- ♦ Insist that a member of the mental health profession, such as a counselor, case manager, mental health physician meet with you **NOW!**
- ♦ Call a 24-hour crisis line: **The Help Center at 586-3333**

If you, a relative or a friend is currently under the care of a psychiatrist, but the treatment is not effective:

- ♦ Insist that your counselor, case manager, or mental health physician meet with you and listen to you to reevaluate your program of care.

Mental Health Resources

The Help Center—24 Hour Crisis Line	586-3333
Crisis counseling, information, referrals and suicide outreach	
Gallatin Mental Health Center—Outpatient Treatment	522-7357
Western Montana Mental Health Center, Livingston—Adult Outpatient Treatment	222-3332
Outreach Case Management	
A.W.A.R.E., Inc.—Children's Case Management and Outpatient Treatment	587-1181
Adult Group Home (587-3107)	
Youth Dynamics—Outpatient Therapy	585-9402
MSU Counseling & Psychological Services	994-4531
MSU Human Development Clinic	994-4113
Montana Advocacy Program (MAP)	1-800-245-4743

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Alcohol and Drug Services of Gallatin County
A.W.A.R.E.
Bozeman Deaconess Hospital
Christ the King Lutheran Church
Gallatin Mental Health Center
Greater Gallatin United Way
Lori Marchak, LCPC
National Alliance for the Mentally Ill (NAMI)
St. James Episcopal Church

For a list of more resources in Gallatin County, visit the Gallatin City-County Health Department's website at www.gallatin.mt.gov/health and select 'Community Resources'. To download and print this document, select 'Public Health Information' at this website.

Sources of Mental Health Information and Assistance

The National Alliance for the Mentally Ill (NAMI), National Headquarters	1-703-524-7600
Gallatin County Affiliate, Tom Peluso—President (585-8959)	
Montana Mental Health Services Plan (MSHP), Eligibility verification	1-800-624-3958
Montana Mental Health Association	1-877-927-6642
State Mental Health Service Bureau Information Line	1-888-866-0328
Medicaid Help Line	1-800-362-8312
Medicare Information Line	1-800-633-4227
Veteran Administration (Psychiatric and Medications)	1-800-827-1000
State Mental Health Ombudsman	1-888-444-9669

Sources of Medical Assistance

Bozeman Deaconess Hospital, 915 Highland Blvd, Bozeman	585-5000
Bridger Clinic*—reproductive health care services	587-0681
300 N. Willson, Suite 2001, Bozeman	
Community Health Partners*—primary & preventive health care services	222-1111
126 S. Main St., Livingston	
West Yellowstone Outreach Clinic, 303 N. Geyser	
Community Health Partners Dental Practice*	585-8701
120 N. 19th Ave., Suite H, Bozeman	
Gallatin Community Clinic*—primary & preventive health care services	585-1360
214 E. Mendenhall St., Bozeman	
Gallatin City-County Health Department, 12 N. 3rd, Bozeman	582-3100

*** Offer sliding fee scale**

**** For medical referrals and information, call the Bozeman Deaconess Hospital Health Education Center at 522-1644.**

Legal Assistance

Montana Legal Services Helpline	1-800-666-6899
Montana Advocacy Program (MAP)	1-800-245-4743
Child and Elder Abuse Help Line	1-866-820-5437
Gallatin County Victim Assistance Program	582-2075
The Network Against Sexual and Domestic Abuse Legal Advocate	582-2038
Child and Family Services, Gallatin County	585-9984
Child and Family Services, Park County	222-7402
Gallatin County Victim Services Center	582-2145

Financial Assistance

Gallatin County Public Assistance _____	582-3010
Park County Public Assistance _____	222-8000
Social Security Administration _____	586-4501
Children's Health Insurance Program (CHIP) _____	1-877-543-7669
West Yellowstone Job and Social Services Center _____	646-7311

Food Assistance

Gallatin County Food Bank _____	586-7600
Locations in Bozeman, Three Forks, West Yellowstone	
Livingston Food Pantry _____	222-5335
His Soup _____	586-7600
Salvation Army _____	586-5813
Bozeman Senior Citizen Center, Meals on Wheels Program _____	586-2421
Gallatin County Public Assistance, Food Stamp Program _____	582-3010
Park County Public Assistance, Food Stamp Program _____	222-8000

Housing Assistance

Human Resource Development Council, Housing _____	587-4486
Project for Assistance in Transition from Homelessness (PATH) Outreach _____	522-7357
Salvation Army _____	586-5813
Habitat for Humanity _____	388-8225
T.E.A.M. Mentoring _____	656-8326
Family Promise _____	582-7388

Transportation

Human Resource Development Council, Galavan and Streamline bus system _____	587-2434
Love, INC _____	587-3008
Valley Cab _____	388-9999

CRISIS INTERVENTION RESOURCES

SITUATIONS—QUESTIONS TO ASK AVAILABLE RESOURCES

SUICIDAL OR DEPRESSED

Has an attempt been made?	The Help Center	586-3333
Is there a specific plan?	Law Enforcement/EMS	911
What is the lethality?	Bozeman Deaconess Hospital	
How available is the proposed method?	Emergency Room	585-1000
What is the availability of helping resources?		

ALCOHOL OR DRUGS

What did you take or use?	Alcohol & Drug Services	586-5493
How much did you consume?	Law Enforcement/EMS	911
When did you last use?	Bozeman Deaconess Hospital	
	Emergency Room	585-1000
Is the person violent/suicidal?		
What behaviors is the person exhibiting?		
Is the person able to provide basic self-care?		
Is or should the person be driving?		
Are there symptoms of withdrawal?		

CONFUSED, DISORIENTED OR DISABLED

Do you feel ill?	Emergency Medical Services	911
Are you diabetic?	The Help Center	586-3333
Do you have seizures?	Bozeman Deaconess Hospital	
Are you taking any medications?	Emergency Room	585-1000
Do you have a physician?		
What day is it? What time is it?		
Do you know your name? Do you know where you live?		
Do you know where you are? Do you have food?		
Do you have a place to live?		

BIZARRE OR PSYCHOTIC BEHAVIOR

Are you hearing voices?	The Help Center	586-3333
Have you been hearing, seeing, or smelling anything unusual?	Gallatin Mental Health Center	522-7357
Have you consumed any alcohol or drugs?		
Do you have seizures? Are you taking any medications?		
Does the person appear frightened, angry, agitated or depressed?		
Does the person appear to be talking to themselves or no one?		
Is the person having hallucinations?		

VIOLENT BEHAVIOR/DOMESTIC VIOLENCE

Do you have a specific plan to hurt someone?	Law Enforcement/EMS	911
Do you have access to weapons and know how to use them?	Network Against Sexual	
Have you consumed alcohol or drugs recently?	and Domestic Abuse	586-4111
Is the person acting bizarre or psychotic?		
What is the nature of the threat?		
Who is being threatened?		
Has actual violence taken place?		
Are you safe now? Do you need medical attention?		
Is there anyone with you or are you alone?		